

Placer Commuter Express October 2010 Passenger Survey Results

1) How did you first learn about PCE?

5	4.5%	Advertisement	26	23.4%	Internet
66	59.5%	Word-of-mouth	14	12.6%	Employer
Total replies to this question: 111					

3) How often do you ride PCE?

5	3.8%	Less than once/wk	21	16.2%	2-3 times/wk
	0.0%	Once a week	104	80.0%	4-5 times/wk
130					

5) If you purchase PCE passes or tickets, how do you get them?

51	43.2%	Through employer	27	22.9%	Through mail
40	33.9%	In person at PCT office in Auburn			
118					

6) Where do you board PCE in the morning and what time?

	Bus 1		Bus 2			Bus 3			Bus 4			Total		
Colfax	1	0.8%	5:20	0	0.0%	5:40	4	3.2%	6:23		0.0%		5	4.0%
Clipper Gap	2	1.6%	5:32	0	0.0%	5:52	3	2.4%	6:35		0.0%		5	4.0%
Auburn	13	10.4%	5:43	6	4.8%	6:03		0.0%		7	5.6%	6:37	26	20.8%
Penryn	0	0.0%	5:55	2	1.6%	6:15	9	7.2%	6:50		0.0%		11	8.8%
Loomis	2	1.6%	5:59	3	2.4%	6:19		0.0%		4	3.2%	6:53	9	7.2%
Rocklin	11	8.8%	6:06	6	4.8%	6:26		0.0%		13	10.4%	7:00	30	24.0%
Roseville	10	8.0%	6:15	8	6.4%	6:35	21	16.8%	7:00		0.0%		39	31.2%
	39	31.2%		25	20.0%		37	29.6%		24	19.2%		125	

7) How do you travel to the above boarding location?

114	89.8%	Drive alone	4	3.1%	Walk
2	1.6%	Carpool	0	0.0%	Bus
6	4.7%	Dropped off	1	0.8%	Bike
127					

9) Where do you work?

115	95.8%	Government	5	4.2%	Private
120					

10) Where do you board PCE in the afternoon and what time?

	Bus 1		Bus 2		Bus 3		Bus 4		Total					
J & 4th	2	1.7%	4:17	7	5.8%	4:22	1	0.8%	4:32	8	6.7%	5:15	18	15.0%
J & 8th	5	4.2%	4:19	4	3.3%	4:24		0.0%	4:34	5	4.2%	5:17	14	11.7%
J& 11th	2	1.7%	4:21	3	2.5%	4:26	4	3.3%	4:36	1	0.8%	5:19	10	8.3%
15th & K	2	1.7%	4:24	3	2.5%	4:29	3	2.5%	4:39	0	0.0%	5:22	8	6.7%
15th & N	11	9.2%	4:25	2	1.7%	4:30	3	2.5%	4:40	3	2.5%	5:23	19	15.8%
P & 13th	3	2.5%	4:27	0	0.0%	4:32	2	1.7%	4:42	4	3.3%	5:25	9	7.5%
P & 9th	10	8.3%	4:30	10	8.3%	4:35	1	0.8%	4:45	4	3.3%	5:28	25	20.8%
P & 5th	7	5.8%	4:32	6	5.0%	4:37	0	0.0%	4:47	4	3.3%	5:30	17	14.2%
	42	35.0%		35	29.2%		14	11.7%		29	24.2%		120	

11) Do you have a car available for your commute?

121	94.5%	Yes	7	5.5%	No
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12) What is your daily work schedule - begin time?

1	0.8%	6:00
1	0.8%	6:45
33	26.6%	7:00
7	5.6%	7:15
19	15.3%	7:30
13	10.5%	7:45
44	35.5%	8:00
2	1.6%	8:30
4	3.2%	9:00
124		

12) Daily work schedule - end time?

1	0.8%	3:00
6	4.8%	3:30
26	21.0%	4:00
18	14.5%	4:15
36	29.0%	4:30
33	26.6%	5:00
4	3.2%	5:15
0	0.0%	5:30
0	0.0%	6:00 or later
124		

12) Work days?

90	93.8%	M-F
3	3.1%	M-Th
2	2.1%	Tu-F
1	1.0%	W/Th
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13) Locate your Sacramento bus stop below, and then fill in your ideal morning ARRIVAL time next to your stop.

	J&4	J&8	J&11	15&K	15&N	P&13	P&9	P&5
5:15			1	1				
5:30								
6:00							1	
6:15			1					
6:30			1		1			2
6:45	4		4	5		2	3	3
7:00	1		4	2		4	2	3
7:15	1		2	2	1	1	2	4
7:30	3		1	1		1		1
7:45	6		3	2	1	7	4	7
8:00			1	2		3	2	1
8:15							2	
8:30	1						1	
8:45							1	
9:00							1	

6:45-7	37	32%
7:15-7:30	20	18%
7:45-8	45	39%

14) Fill in your ideal afternoon DEPARTURE time.

	J&4	J&8	J&11	15&K	15&N	P&13	P&9	P&5
3:00								
3:15						1		
3:30			1				1	2
3:45			1					1
4:00			3	1	1		2	1
4:15	3		4	1	2	4	1	3
4:30	3		3	1	2	5	3	12
4:45	1		2	2	3		1	5
5:00	1		3	2			1	
5:15	3		2	2		2	3	4
5:30							1	1

4-4:15	28	25%
4:30-4:45	46	41%
5-5:15	26	23%

15) Where do you live?

(If outside city limits, mark Unincorporated Placer County)

15	11.7%	Auburn	38	29.7%	Rocklin
1	0.8%	Colfax	16	12.5%	Roseville
9	7.0%	Lincoln	30	23.4%	Uninc. Placer Co.
9	7.0%	Loomis	0	0.0%	Sac. Co.
7	5.5%	Nevada Co.	3	2.3%	El Dorado Co.

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16) Do you use transit for other than to and from work?

3	2.4%	Yes		124	97.6%	No
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17) In addition to PCE, how do you get to and from work?

12	17.4%	Capitol Corridor	16	23.2%	Rsvl Commuter
3	4.3%	Placer Co Transit	28	40.6%	Drive alone
5	7.2%	Carpool/vanpool	5	7.2%	Sac RT
			0	0.0%	Telecommute

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18) Before using PCE, how did you get to and from work?

66	55.5%	Drove alone	20	16.8%	Sac RT
10	8.4%	Carpool/vanpool	1	0.8%	Placer Co Transit
12	10.1%	Capitol Corridor	10	8.4%	Rsvl Commuter
				0.0%	Bike

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19) Why do you use PCE?

46	37.7%	Save money	6	4.9%	Comfort
57	46.7%	Convenient	5	4.1%	Traffic
8	6.6%	Relax			

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20) What is your overall level of satisfaction with PCE?

67	53.6%	Very satisfied	1	0.8%	Dissatisfied
56	44.8%	Satisfied	1	0.8%	Very dissatisfied

125

98.4% Satisfied or very satisfied

21) Please list any suggestions you have to improve PCE.

(Most popular responses listed below.)

32	43.8%	Add more routes
16	21.9%	Stay on time
8	11.0%	Improve bus (a/c, leg room, cup holders, bathroom etc.)
3	4.1%	Add more stops

3	4.1%	No cell phones on buses
5	6.8%	More convenient way to pay (i.e. online with credit card)
4	5.5%	Driver complaint (Amador)
2	2.7%	Add bus shelters at stops

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